



Policy and Procedure for an Appeal against the Assessment Decision

East Birmingham Community Forum (EBCF)

Version: **v5.0**
Date Issued: **January 2026**
Review Date: **January 2027**

Document Control

Policy Owner: Human Resources

Approved By: Head of Quality

Contents

Purpose	3
Scope	3
Objective.....	3
Procedure.....	4
Grounds for Appeal.....	4
Stage Three.....	5
Outcomes	5
Accessibility	5
Policy Review	5
Version Control	5

Purpose

East Birmingham Community Forum endeavours at all times to provide fair access to assessment for all Learners engaged with EBCF for the provision of competence-based qualifications. However, we recognise there may be occasions when Learners may wish to appeal against an assessment decision made.

EBCF take seriously any appeal from a Learner against an assessment decision made by a Tutor/Trainer/Assessor conducting assessment on behalf of EBCF.

EBCF is committed to ensuring that all appeals are handled fairly, transparently, and without bias, in line with awarding organisation and regulatory requirements.

In line with Regulatory and Awarding Organisation requirement, EBCF have an Appeals Process which is identified below.

The Appeals Procedures are a systematic procedure which will determine whether the Tutor/Trainer/Assessor has used assessment practices that are consistent with the internal and external assessment strategies agreed through the relevant awarding organisations. It will determine whether assessment practices have been applied correctly and fairly to arrive at fair and consistent assessment decisions/judgements about the evidence presented.

In the event that a learner does not agree with a Tutor's/Trainer's/Assessor's decision after a training or assessment event this person has the right to appeal. This procedure also applies to any learner who has reason to have been unfairly treated or is unhappy with the companies training and assessment process.

Scope

This policy applies to all learners, staff, and relevant stakeholders involved in the assessment process.

Learner Rights

Learners have the right to:

- Appeal against an assessment decision
- Have their appeal reviewed fairly and objectively
- Receive a clear outcome within a reasonable timeframe

Learners will not be disadvantaged or treated unfairly as a result of raising an appeal in good faith.

Objective

The objective of this procedure is to ensure all learners that are attending courses or undergoing assessments understand they have the right to appeal and how to appeal if they do not agree with the Tutor's/Trainer's/Assessor's decision.

Learners are entitled to make a formal appeal against an assessment decision and require the assessment decision to be revisited, investigated, and rectified (where appropriate to do so).

Appeals outcomes are reviewed as part of EBCF's quality improvement processes. Any themes or recurring issues identified through appeals are used to inform staff training, assessment standardisation activities, and updates to assessment practice. This ensures that the appeals process not only resolves individual cases fairly but also contributes to continuous improvement across teaching, learning and assessment.

Procedure

This procedure will be briefed to all learners prior to attending a training or assessment event. By signing the training course attendance register or the plan on the assessment document will confirm the briefing and understanding of this procedure.

Learners will be informed of this procedure during induction and will have access to this policy throughout their learning programme (e.g., via SharePoint or learner handbook).

After all training and assessment events, the learners will be given the opportunity to express their comments on the event plus any areas of improvement by completing a Training Feedback Form or for assessment on the comments section in the assessment document. If for any reason a problem has occurred such as a disagreement with a Tutor's/Trainer's/Assessor's decision or cause for being unfairly treated, then the following steps shall be taken:

Grounds for Appeal

- If a learner believes that EBCF did not apply procedures properly, fairly or consistently in relation to the assessment decision.
- If a learner disagrees with EBCF's decision on the allocation of reasonable adjustments or special consideration.
- If a learner disagrees with the action taken against them following an investigation into malpractice.
- If a learner believes there were errors with the assessment paper that impacted their result.
- A learner can raise a Formal Appeal against an assessment decision.

Stage One

The learner should appeal in writing to the Tutor/Trainer/Assessor, clearly stating the points of the disagreement and the evidence which the complainant believes meets the requirements of the performance criteria, knowledge, and range for claiming competence.

The Tutor/Trainer/Assessor will meet with the complainant within 10 working days and go through the assessment process, clearly explaining how they have arrived at their conclusions. The assessor will confirm the findings to the learner in writing within the following 5 working days.

The Tutor/Trainer/Assessor will provide details of the training and assessment event and reason for appeal to the Training Manager.

The Director of Education and Skills will then decide the next steps after studying the findings.

This will be either to conduct a meeting which will include the IQA, the Training Manager, the Tutor/Trainer/Assessor and learner to discuss the appeal and its findings or he may wish to interview the Tutor/Trainer/Assessor and learner separately. Following on from the meeting, the Training Manager will agree the decision.

The outcome of the appeal against a training or assessment decision will be either the training or assessment decision will stand, or a reassessment will take place with a different Tutor/Trainer/Assessor.

If any party does not agree to this outcome, then the matter will be forwarded to the Director responsible for Training for review and Stage Two will be followed.

Where appropriate, an informal resolution will be encouraged before progressing to formal stages.

Stage Two

The Complainants who are not satisfied with the outcome of Stage 1 can then appeal in writing to the Head of Quality & Compliance.

The appeal does not have to contain the detail given before as the documents from Stage 1.

The appeal will be reviewed independently by a member of staff not directly involved in the original assessment decision.

The Head of Quality & Compliance will meet with the complainant and the Tutor/Trainer/Assessor within 5 working days and will confirm the findings in writing to both the complainant and the Tutor/Trainer/Assessor within 5 working days.

Stage Three

The Head of Quality & Compliance who will consider the appeal using all information gained from the complainant, Tutor/Trainer/Assessor and the Training Manager involved in the appeal.

The decision at this stage will be final within EBCF.

Learners will be informed of their right to escalate the appeal to the relevant awarding organisation where applicable.

The Head of Quality & Compliance will make decisions and judgements to report the appeal to the relevant awarding organisation and inform the learner of the decision in writing within 10 working days.

All relevant documentation for each of the stages must be kept for a minimum of 3 years unless stated differently by the awarding organisation.

Outcomes

Possible outcomes include:

- Original decision upheld
- Reassessment with a different assessor
- Adjustment of assessment decision

Accessibility

EBCF is committed to ensuring that the appeals process is accessible to all learners. Learners who require support, including those with additional learning needs, language barriers or disabilities, may submit an appeal verbally or with assistance. Appropriate support will be provided to ensure that no learner is disadvantaged in raising an appeal.

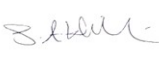
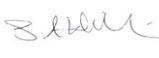
Learners who require reasonable adjustments during the appeals process will be supported in line with EBCF's Reasonable Adjustments Policy. Adjustments may include communication support, extended time for meetings, or alternative formats for submitting information. These measures ensure that all learners can participate fully and fairly in the appeals process.

Policy Review

This policy will be reviewed annually and updated in line with awarding organisation and regulatory requirements.

Version Control

Version	Description of Change	Author	Date	Approved by
1.0	First version	S.Carragher	July 2022	S.Johnson
2.0	Updated version	S.Khan	July 2023	Z. Sharif

3.0	Version 3.0	S.Khan	July 2024	
4.0	Version 4.0	S.Khan / J.Hall	January 2025	
5.0	Version 5.0 Policy updated to improve fairness, introduce independent review, and strengthen monitoring of appeals.	S.Khan (HR)	January 2026	J.Hall (Director of Education and Skills)